

Recruiting Specialist (RS) PERFORMANCE PROFILES/JOB DESCRIPTION

Reports To: General Manager and/or Owner

The Recruiting Specialist conducts the first six (6) steps of the Employment Selection Process interview via the telephone (or sometimes in person). The initial telephone interview is designed to increase the applicant experience for both a telephone or in-person inquiry and initial interview. This process reduces the time the applicant is in the office and the time the Employment Specialist spends interviewing applicants. A Recruiting Specialist must possess the ability to type and have a conversation at the same time. In addition, strong phone, and interpersonal skills are essential.

1. Create a professional first impression for all telephone (and electronic) inquiries.

- Handle all contacts in a professional and courteous manner.

2. Conduct telephone interview.

- The Recruiting Specialist interviews applicants immediately over the telephone. The Recruiting Specialist conducts the first portion of the interview up to the conditional job offer.
- Document information in Q4

3. Immediately conduct a reverse search for possible assignments.

- After completing the profiles, conduct a reverse search to determine the number of matched open job orders.
- Let the applicant know how many open job order matches that may be a fit for them, and generate excitement to get them in the office to finish the Employment Selection Process.

4. Assist with inside sales efforts as needed.

- Make appointment setting and Most Placeable Candidate (MPC) calls as directed.
- Convert 100% of local Employment Verification Calls into sales or recruiting calls.

5. Increase office and team effectiveness through daily communication.

- Work in accordance of the Express system.
- Develop a thorough knowledge of the staffing and placement services offered by Express.
- Maintain an understanding of various employment-related documents and materials.

6. Perform other related duties as necessary and assigned.

- Review online applications and respond to all as directed.
- Perform additional recruiting activities as designated by the Franchisee.
- Research community activities to develop awareness of the local labor market, recruiting opportunities, social media, and industry trends.

7. Conduct business in accordance with Express Guidelines and applicable Federal/State Legal Guidelines.

- Work in accordance with applicable employment-related laws and regulations, including, but not limited to the Fair Labor Standards Act, Title VII of the 1964 Civil Rights Act, Americans with Disabilities Act, Equal Pay Act, Pregnancy Discrimination Act, and the Family and Medical Leave Act Employment Standards Act, Human Rights Code, Equal Employment Opportunity Commission regulations, and the Health Insurance Portability and Accountability Act and Fair Credit Reporting Act, as they relate to employment.
- Develop and maintain professional knowledge of the market, and staffing industry.
- Follow the Express system

Supervisory Responsibility

- No supervisory responsibility.

Working Conditions and Physical Requirements

- Primary activities are conducted within a well-lit, climate-controlled office.
- Ability to sit for extended periods and maintain the normal range of body motion.
- Must be able to work effectively under stress.
- Must maintain a flexible schedule between the hours of 7: __am and 6: __pm Monday-Friday.